



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Talk America Inc.**  
**Cavalier Business Communications**  
**Cavalier Telephone**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	91.50 *	20.20	12.10	41.27
D. Business or Customer Service Answer Time [730.510(b)(1)]	47.40	34.30	42.90	41.53
E. Percent of Service Installations [730.540(a)]	0.00% *	0.00% *	0.00% *	0.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	28.57% *	56.25% *	57.14% *	47.32% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.01	0.01	0.01	0.01
H. Percent Repeat Trouble Reports [730.545(c)]	0.01%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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